

Technical Managerial Branch
Miscellaneous Technical Group
Computer Application Series

COMPUTER APPLICATIONS SUPERVISOR

05/00 (CDH)

Summary

Under general supervision, supervise operation of a combination of department wide data management systems.

Typical Duties

Direct assigned end user management or technical information system ongoing activities or special projects. Involves: conferring with department management and City Information Services (IS) personnel on long and intermediate range system growth and enhancement planning; assembling user requirements, technical developments, capabilities of proposed systems and external interface requirements; advising on scope of work and specifications for hardware and software needs, and commenting on bid proposals for department management; monitoring approved installation projects, advising IS staff of discrepancies and incompatibility; assessing functionality of intricate, specialized applications such as operations or services management, internal fiscal, inventory or work order administration, revenue collection, equipment or facilities control, and computer aided design (CAD) or geographic information (GIS) systems for meeting needs of the department's users; developing and recommending departmental user procedures and training requirements, preparing operating instruction manuals, conducting or obtaining City provided user training, or recommending reviewing practicality of and making recommendations, including supporting cost and benefit analyses, regarding upgrade requests and new applications and opportunities to department management, monitoring day to day systems operations, conducting or coordinating work flow and procedures studies, investigating user problems and requests, establishing usage priorities and recommending resolution of related disputes, arranging for system database and hardware maintenance, making operational changes in procedures to meet user needs; extracting and providing data from internal systems to outside systems, and generating special and routine reports for department management; assisting in preparation of departmental systems budgets, and maintaining related operational records including costs, inventory usage, labor hours, installation and maintenance; serving as primary departmental technical resource to assist department personnel in responding to inquiries from customer or other organizations, and in complying with City, State or Federal reporting regulations as necessary.

Supervise a small group of assigned non-supervisory general services employee. Involves: assigning duties, issuing written and oral instructions and checking work for exactness, neatness and conformance to policies and procedures; guiding subordinates to overcome difficulties encountered in performing duties; evaluating performance; coaching and arranging for or conducting training and development activities; enforcing personnel rules regulations, standards of conduct, work attendance and safe working practices; maintaining supervisor-subordinate harmony and resolving grievances; recommending personnel status, organization structure and job design changes; interviewing applicants.

Perform related incidental technical or administrative duties contributing to realization of unit and department objectives as required. Includes: substituting, for supervisor or coworkers within authorized limits as qualified by carrying out specific functions to maintain continuity of ordinary services, if delegated; providing designated support to projects of activities overseen by higher graded personnel as instructed; explaining and demonstrating work to assist supervisor and in orienting and training less knowledgeable employees; engaging in assignments related to functions of other positions for training purposes under close supervision; logging activities, and preparing recurring or special results or status reports and otherwise; ensuring equipment and work areas are kept orderly, safe and clean.

Minimum Qualifications

Training and Experience: Graduation from an accredited college or University with a Associate's degree in Business Administration, Computer Science, or related field; plus five (5) years increasingly responsible experience in end user operation of various network based technical or management information data base, graphical or processing systems applications; or an equal combination of training and experience.

Knowledge, Skills and Abilities: Comprehensive knowledge of computer applications and operation; considerable knowledge of data management, process control, and government record keeping and reporting procedures; good knowledge of system development and integration methods; some knowledge of supervisory techniques.

Ability to: analyze computer applications capabilities and departmental operational and administrative procedures, develop technical details of projects to meet user information requirements, and estimate related costs; firmly and impartially exercise delegated supervisory authority, and enforce department computer usage rules; direct timely and accurate information entry and report generation for a wide variety of information in different forms; integrate operation of department computer applications with City or other larger, unrelated network systems, express oneself clearly and concisely, both orally and in writing to present recommendations for, conduct training in or discuss problems with systems applications, and maintain records and prepare report and service or product specifications; establish and maintain effective working relationships with fellow employees, IS professionals and technicians, contractor personnel, government officials and the general public.

Skill in: safe operation and care of computer system hardware; motor vehicle.

Physical Requirements and Working Conditions: Occasional: exposure to outside conditions to study user data needs; moving moderately heavy computer components, up to fifty (50) pounds; driving through city traffic.

Licenses and Certificates: Texas Class "C" Driver's License or an equivalent from another state.

Special Requirements: Subject to call back, and working flexible hours, weekends, holidays, and extended hours.

Director of Personnel

Department Head